

END920030163US1

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Guy J. Rackham

Group Art Unit: N/A	:	IBM Corporation
Examiner: N/A	:	Intellectual Property Law
Serial No.:	:	Dept. IQ0A, Bldg. 040-3
Filed: Herewith	:	1701 North Street
Title: SERVICES COMPONENT BUSINESS OPERATION METHOD	:	Endicott, NY 13760

Commissioner For Patents
P.O. Box 1450
Alexandria, VA 22313-1450

INFORMATION DISCLOSURE STATEMENT

Dear Sir:

For ensuring compliance with the applicant's duty of disclosure under 37 CFR § 1.56, the undersigned hereby submits the documents listed on the attached Form PTO-1449 for consideration by the Examiner in charge of the above-identified patent application.

The listing of these materials is not to be construed as an admission that such is actually prior art with respect to the invention of the present application and is not to be construed that such is material with respect to the present invention.

[] U.S. patent applications which the applicant considers to be related to the above-identified application are as follows:

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☐ A concise explanation of the relevance of the non-English language references is attached:

☐ The relevance of the references is indicated on the enclosed copy of the _____ Search Report for the priority application.

These documents are being submitted (check only one of the next four boxes):

☒ within three months of the filing of the above U.S. national application or of the date of entry of the U.S. national stage in an International Patent Application (no fee is due);

☐ before receiving a first Office Action on the merits of the above-identified patent application (no fee is due);

☐ following receipt of a first Office Action, but before issuance of a Final Office Action or a Notice of Allowance (if this box is checked, the fee box below OR one of the last two boxes must be checked);

OR

☐ following receipt of a Notice of Allowance or a Final Office Action (if this box is checked, the next box and one of the last two boxes also must be checked).

FEE

- [] The Director is hereby authorized to charge the \$180.00 fee set forth in 37 CFR § 1.17(p) to Deposit Account No. 09-0457.

CERTIFICATION

- [] The undersigned certifies that each item of this information is being submitted within three months of the date it was first cited in any communication from a foreign patent office in a counterpart foreign application.
- [] The undersigned certifies that no item of information contained in the information disclosure statement was first cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the undersigned, after making reasonable inquiry, no item of information contained in the information disclosure statement was known to any individual designated in § 1.56(c) more than three months prior to the filing of this information disclosure statement.

The Director is hereby authorized to charge payment of any deficiency in the above fee(s) or to charge any additional fees required under 37 CFR § 1.16 or 1.17 or credit any overpayment to Deposit Account No. 09-0457. A duplicate copy of this authorization is attached for the Finance Branch.

Respectfully submitted,

Dated: 03/02/04

By: John R. Pivnichny
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INFORMATION DISCLOSURE CITATION <i>(Use several sheets if necessary)</i>	Docket Number (Optional) END920030163US1	Application Number
	Applicant(s) Guy J. Rackham	
	Filing Date Herewith	Group Art Unit

U.S. PATENT DOCUMENTS

*EXAMINER INITIAL	REF	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
		5,745,878	04/28/1998	Hashimoto et al.	705	1	04/10/1995
		US 2002/0194053 A1	12/19/2002	Barrett et al.	705	10	06/15/2001

FOREIGN PATENT DOCUMENTS

REF	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	Translation	
						YES	NO

OTHER DOCUMENTS *(Including Author, Title, Date, Pertinent Pages, Etc.)*

		Freeland, <u>The Ultimate CRM Handbook</u> , McGraw Hill, New York, 2003, Chapter 1, pp. 3-9

EXAMINER	DATE CONSIDERED
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EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP Section 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.